

JRA Restitution Workgroup:

State of Maryland Central Collection Unit

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Collection Success in Government Agencies:

How Technology Upgrades and Analytic Tools Increase
Collection Revenue and Fund Government Sponsored Programs

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Agenda

- Maryland Debt Collection
 - Agency Level
 - Centralization
 - Central Collection Unit (CCU)
 - Challenges
 - Replacement Strategy
- Frequently Asked Questions

Maryland Department of Budget and Management Central Collection Unit

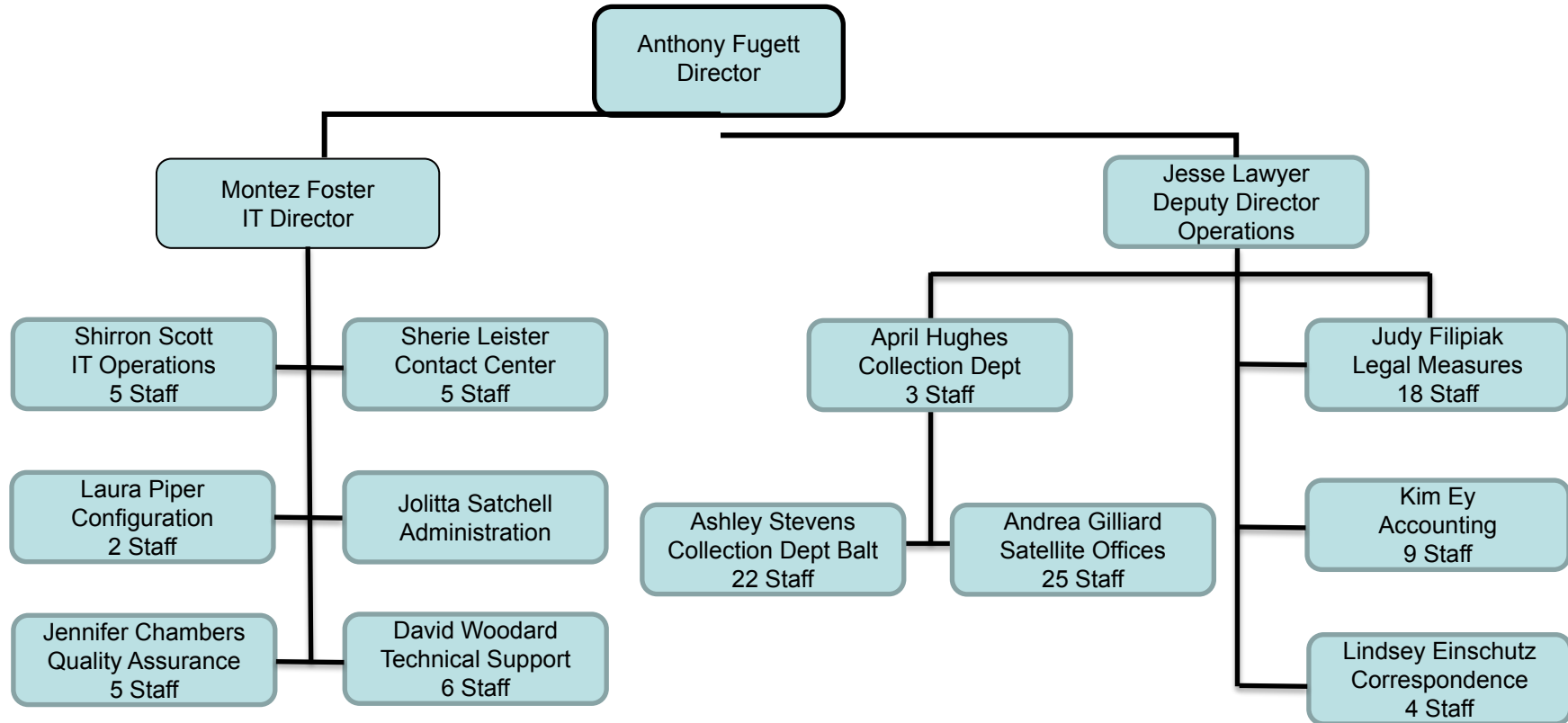
- The State of Maryland Central Collection Unit was created in July 1973
- Statute includes the ability to add up to a 20% collection fee to fund CCU operations
- The State of Ohio and the District of Columbia are similar to the Maryland Central Collection Unit



Mission:

- Collect monies owed to the State from delinquent debtors
- Determine when compromise or settlement of a debt is in the State's best interest
- Monitor the effectiveness of debt collection practices of the referring agencies

Central Collection Unit Organization Chart



The State of Maryland Collects from Over 700 Active Clients



Department of Transportation

- Motor Vehicle Administration
- State Highway Administration
- Maryland Transportation Authority (EZ Pass)

Department of Health and Mental Hygiene

- State hospitals
- Local health departments
- Medical Care Program Administration

University System

- Colleges and Universities
- Community Colleges

Others

- Public safety
- MD Judiciary
- DLLR (unemployment)
- DHR (food stamps)

100% have delinquent accounts

Centralizing Delinquent Account Collections within the State of Maryland

CCU debt collection
operations contribute
to the General Fund

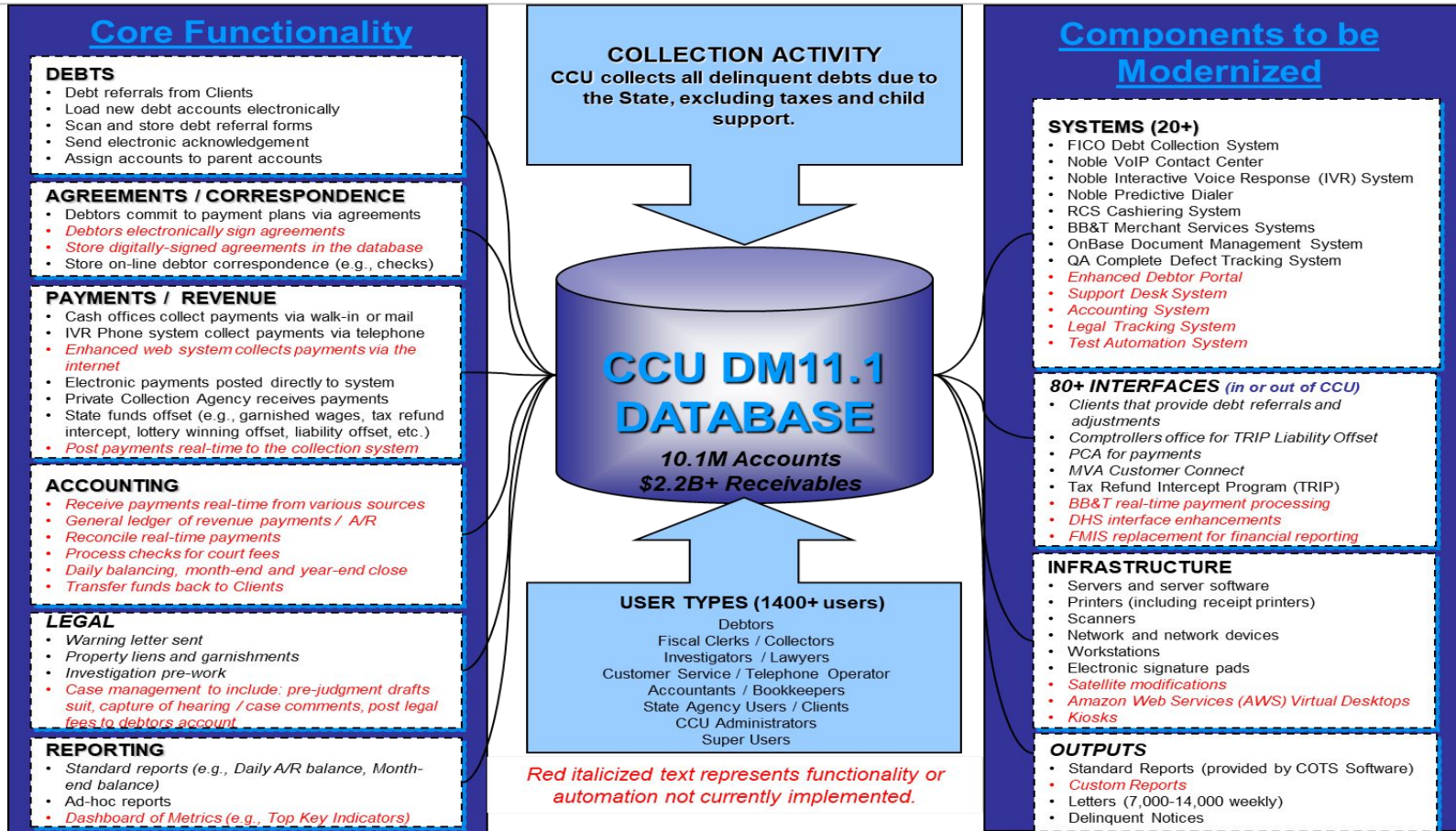


- Growth
 - Increased collection activity
 - In FY1993, collections totaled 11 million
 - In FY2020, collections to be over 113 million
 - Increased personnel
 - In FY1993, personnel totaled 44
 - In FY2020, personnel totaled 121
- Legislative requirements
 - Call Recording
 - MD Income Tax Captures



- Implemented FICO Debt Manager version 11.1
 - scalable, web-based technology platform
- Implemented Noble VoIP Contact Center with configurable IVR
- Utilized BB&T merchant services with debtor access to IVR and web-based portal
- Implemented Hyland OnBase document management system





Clients

- What types of debt does the State of Maryland collect?
- How are appeal processes handled within the State of Maryland?

Outsourcing

- Does the State of Maryland utilize a 3rd party collection organization?
- Does the State of Maryland utilize any external data sources to support collection operations?

System Configuration

- How does the system handle different types of payment arrangements (i.e., different payment schedules, different interest rates, etc...)?
- Is the State of Maryland utilizing a consumer portal?

System Implementation

- What is the engagement model with FICO?
- Does the State of Maryland utilize a system integrator for the implementation?

Thank you